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**QUESTION 1**

During an exercise an instructor notices a learner that is avoiding eye contact and not working. Which of the following actions should the instructor take?

- A. Directly ask the learner during the exercise if there is a problem.
- B. Discreetly go over to the learner and ask if help is needed.
- C. Call on the learner to answer a question.
- D. Ask an advanced learner to assist this learner.

Correct Answer: B

QUESTION 2

An instructor has just answered a question from a learner. Which of the following is the NEXT action the instructor should take?

- A. Ask other learners to provide an example to further clarify the material
- B. Seek feedback from the learner to show they understand.
- C. Restate the material with further examples and diagrams.
- D. Proceed on to the next section of material.

Correct Answer: B

QUESTION 3

A new trainer is continually receiving poor evaluation scores. Which of the following is the MOST effective way of evaluating overall performance to improve scores?

- A. Send the trainer to a Train-The-Trainer workshop for the content area being taught.
- B. Record video of a class and evaluate it with a more experienced instructor.
- C. Record audio of a class and evaluate it with a more experienced instructor.
- D. Discuss the metrics that are currently being used and provide additional measures of performance.

Correct Answer: B

QUESTION 4

Throughout the delivery of a five day class the instructor noticed many improvements that need to be made to the course curriculum. Which of the following is the BEST course of action?



- A. Wait for the updated curriculum from the regularly scheduled developer review.
- B. Make revisions and changes to the existing materials and activities so the materials will be more effective for subsequent courses.
- C. Report recommended revisions and changes to existing materials, and make suggestions for new programs and activities as appropriate.
- D. Inform the developer each time an improvement needs to be made so the change can be implemented immediately

Correct Answer: C

QUESTION 5

A training class has been rescheduled for one hour earlier than originally planned. Ten of the fifteen participants arrived at the adjusted start time. The remaining learners will likely not arrive until the original start time. Which of the following would be the BEST action for the instructor to take in this instance?

- A. Explain to the ten participants present that this was not an error on instructor's part, suggest that they speak with the scheduler to voice their concerns.
- B. Conduct individual interviews at the end of the session to provide insight on whether this type of mistake happens frequently.
- C. Inform the client of the discrepancy and begin the course on time.
- D. Suggest to the client that the class be cancelled and rescheduled for another time.

Correct Answer: C

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